

Economic Vitality

GOAL: *Increase employment and self-sufficiency.*



December 18, 2006



Government Management, Accountability and Performance - GMAP

Our Agenda Today

- Basic Food Program Applications
- Basic Food Caseload
- Basic Food Application Processing
- Accuracy Rate
- Food Insecurity

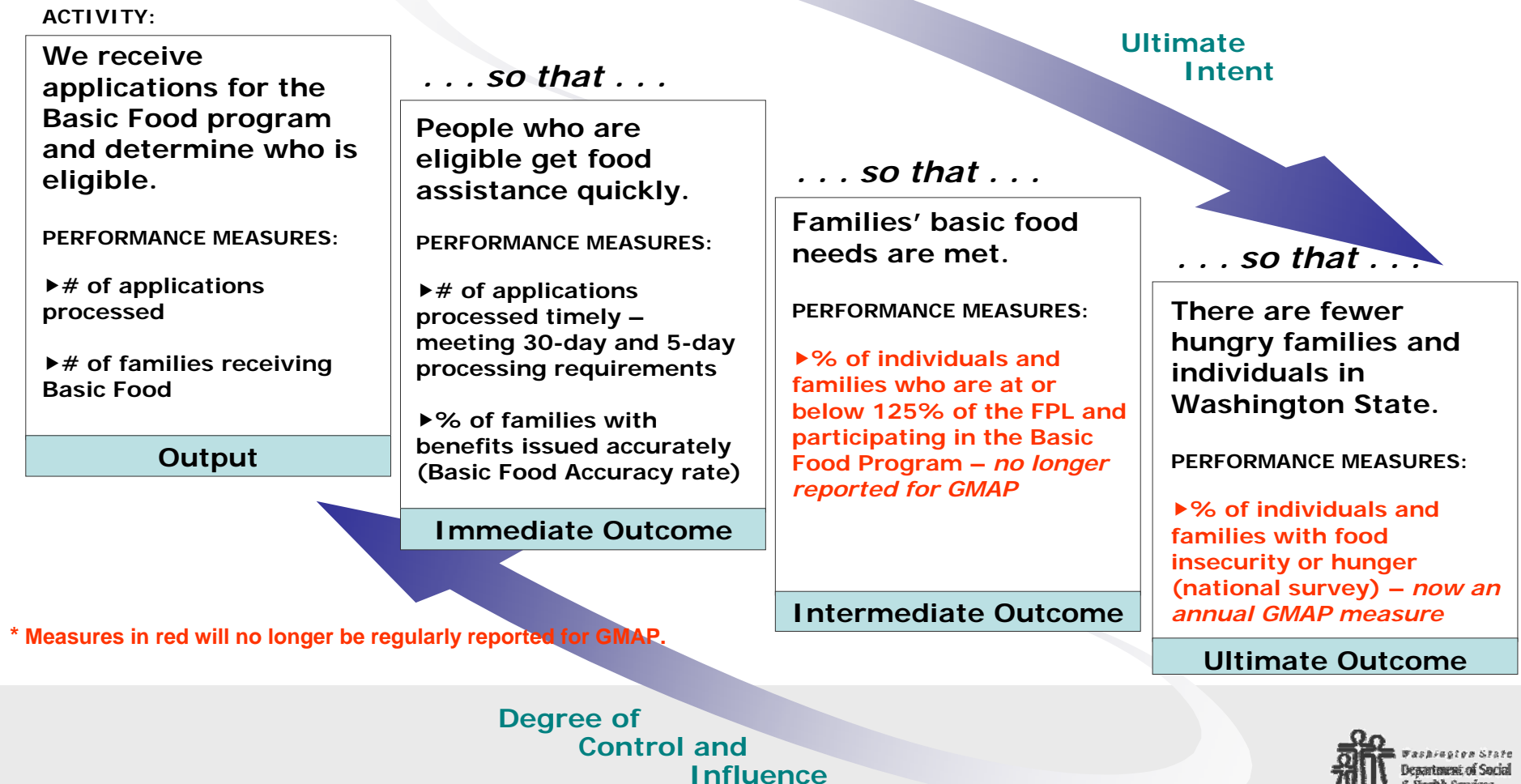
Presented By:

Deb Marley, Assistant Secretary, Economic Services Administration





OBJECTIVE: Reduce the prevalence of food insecurity and hunger.



Economic Vitality

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.



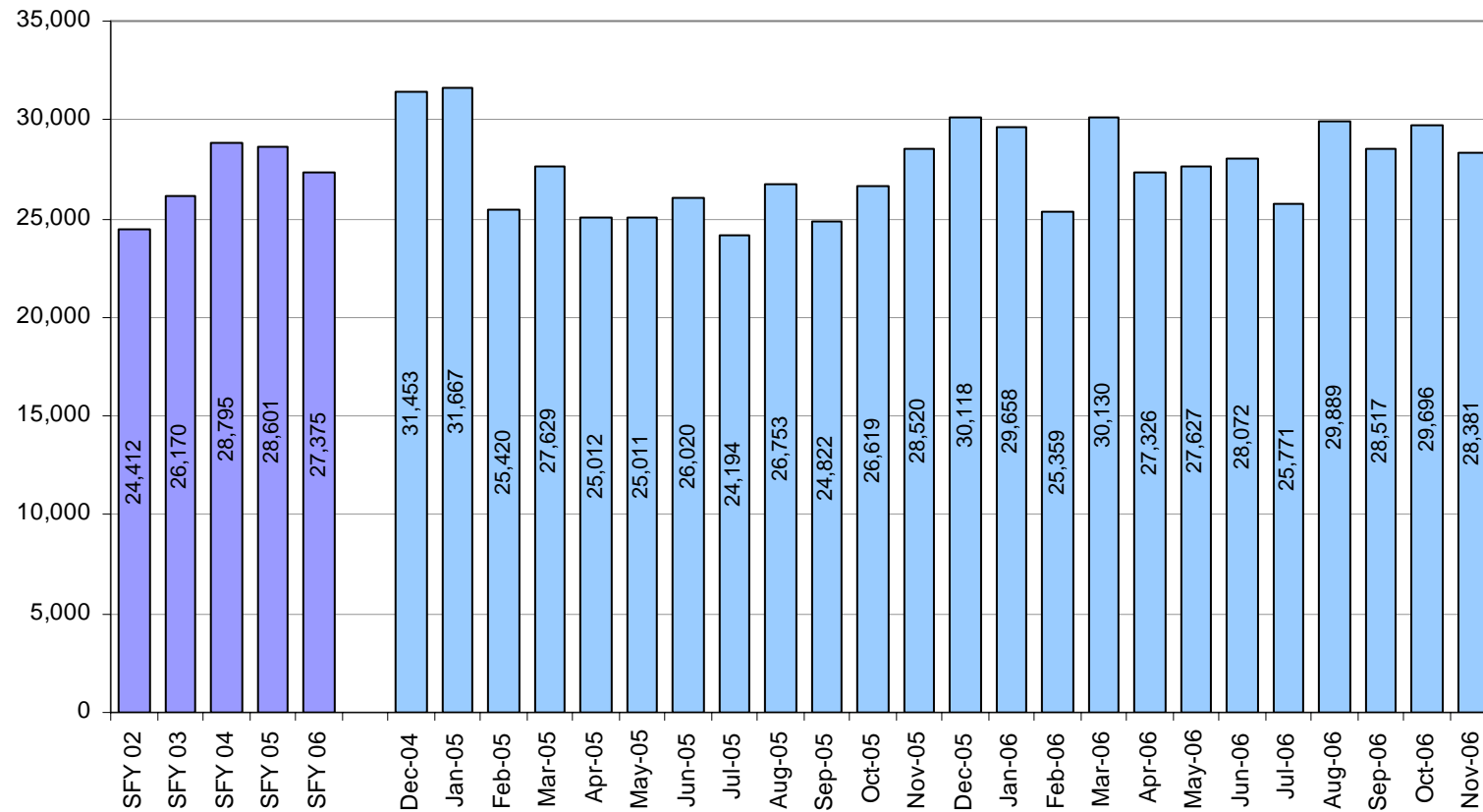
MEASURE | Number of Basic Food applications processed monthly

TREND | Growing

CONTACT

John Clayton, Community
 Services Division
 360.725.4888

Duane French, Division of
 Employment & Assistance
 Programs
 360.725.4600



Data Notes

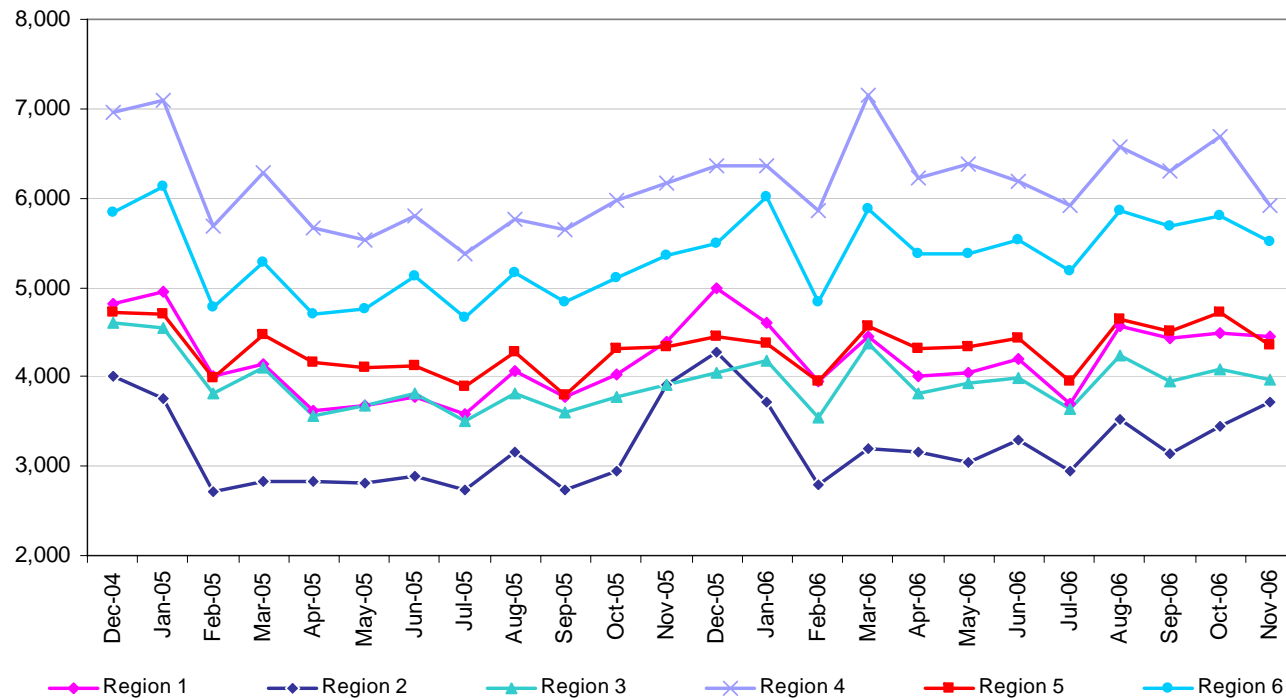
Source: BARCODE as posted on OPADA, updated Nov 30, 2006.



Economic Vitality

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

MEASURE | Number of Basic Food applications processed monthly by Region



November 2005 counts:

Region 1 = 4,397
 Region 2 = 3,915
 Region 3 = 3,901
 Region 4 = 6,173
 Region 5 = 4,341
 Region 6 = 5,350

November 2006 counts:

Region 1 = 4,454
 Region 2 = 3,724
 Region 3 = 3,977
 Region 4 = 5,924
 Region 5 = 4,357
 Region 6 = 5,519

Data Notes

Source: BARCODE as posted on OPADA, updated Nov 30, 2006.

Economic Vitality

MEASURE | **Number of Basic Food applications processed monthly**

ANALYSIS |

- Significant increase - 30.1% - in the average number of applications from SFY01 to SFY05:
 - SFY01 to SFY02 11.0% increase
 - SFY02 to SFY03 7.2% increase
 - SFY03 to SFY04 10.0% increase
 - SFY04 to SFY05 Leveling off
 - SFY05 to SFY06 4.5% decrease
 - SFY06 to SFY07 5.6% increase (partial year – through Nov. '06)
- The monthly applications processed in SFY05 shows 28,601 per month compared to 27,433 per month for SFY06. The decrease is due to the implementation of Simplified Reporting, which extended the certification periods from 3 months to 6-12 months and reduced reporting requirements on families.
- Application volume increasing again to SFY05 levels
- The increase in SFYs 01-05 is attributed to economic trends and policy changes (Categorical Eligibility, WASHCAP). Minimal impact from outreach efforts and nutrition education campaigns.
- Decrease in the number applications processed in late winter, spring, and summer are seasonal trends.
- Yearly approval and denial rates are stable (65% approval rate – 35% denial rate).

| Action | Who | Due Date |
|--|------------------------------|----------|
| Implement limited expansion of Food Stamp Employment & Training pilot (King & Snohomish Counties). | Duane French John Clayton | 01/15/07 |
| Consider expanding use of Categorical Eligibility | Duane French John Clayton | 03/01/07 |
| Redesign reimbursement model for Outreach program | Duane French | 10/01/07 |
| Implement Plain Talk in ACES Letters. | Duane French | Ongoing |

Economic Vitality

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.



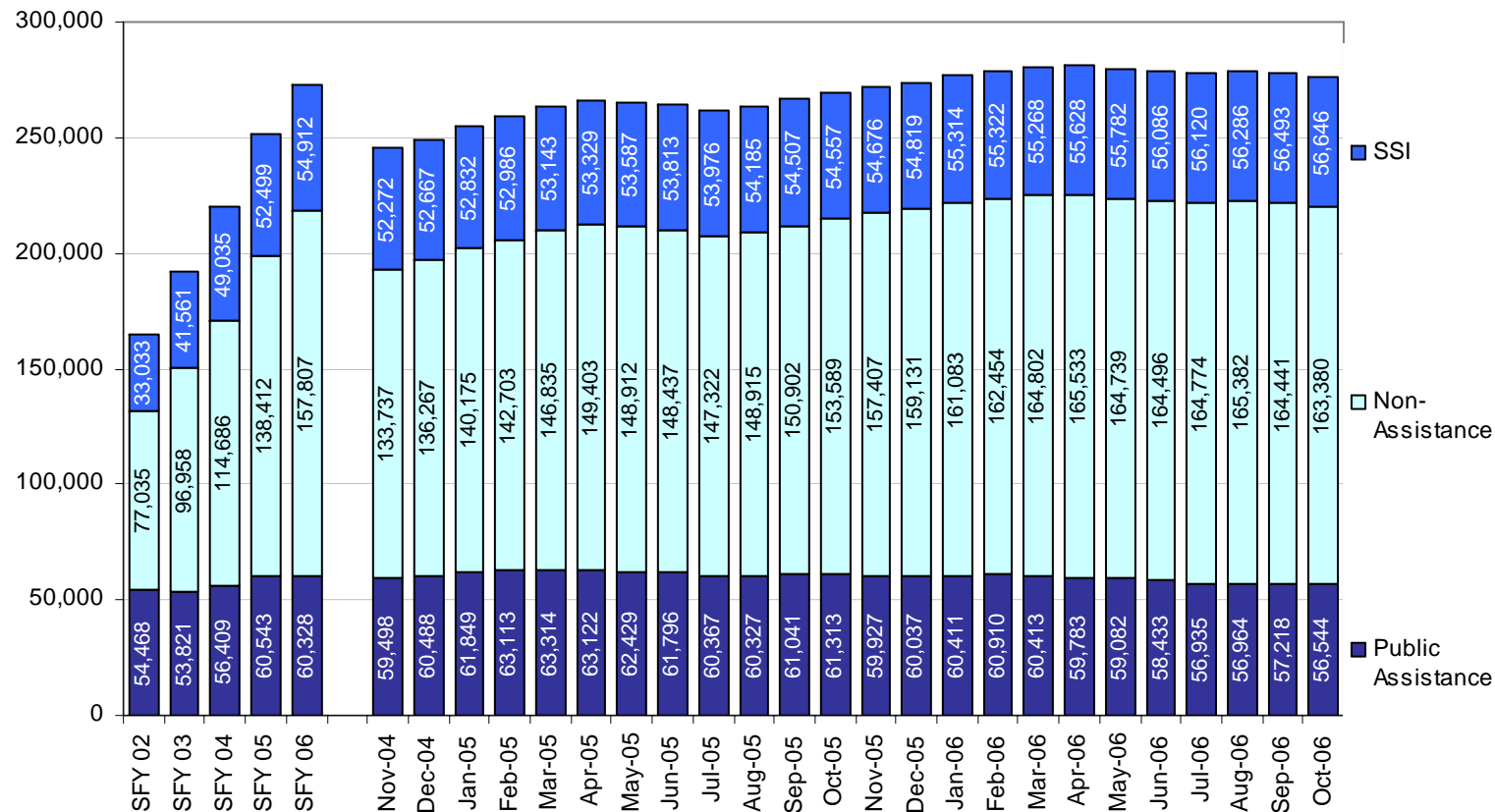
CONTACT

Duane French,
 Division of Employment
 & Assistance Programs
360.725.4600

John Clayton,
 Community Services
 Division
360.725.4888

MEASURE | Number of families receiving Basic Food

TREND | Growing



Data Notes

Source: ACES Data Warehouse as posted on OPADA.

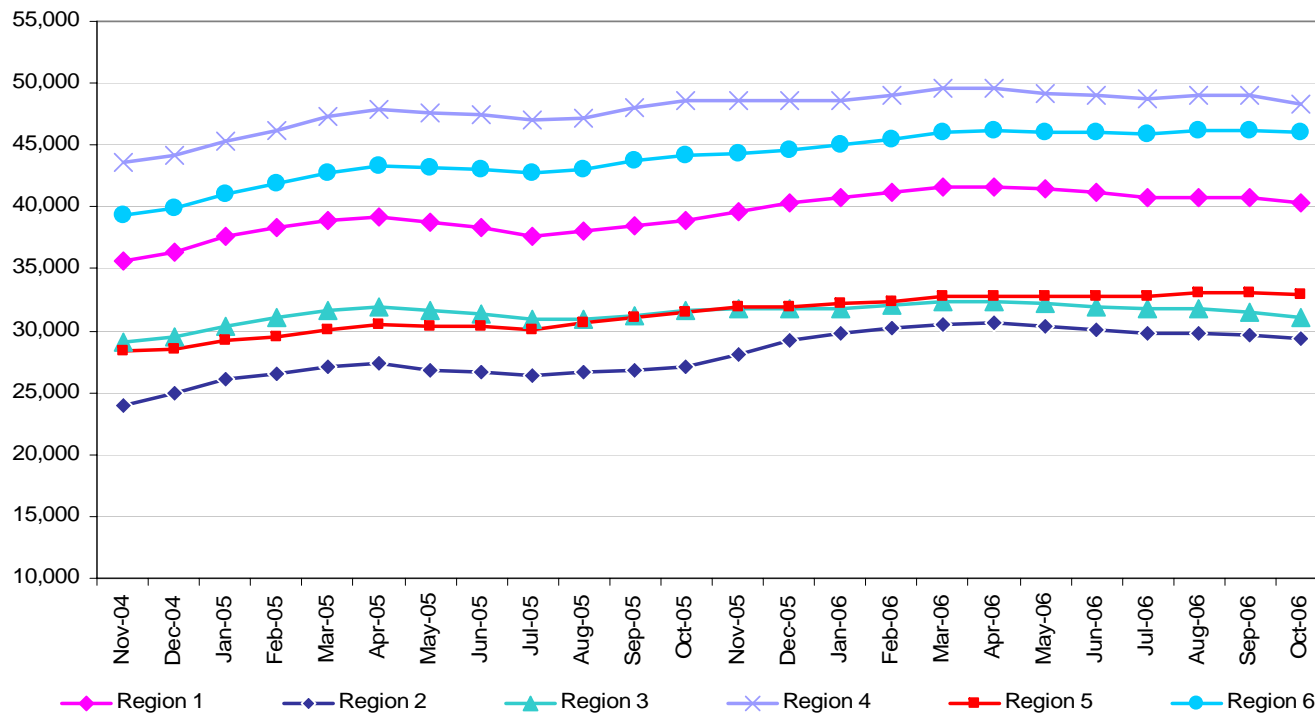


Economic Vitality

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.



MEASURE | Number of families receiving Basic Food by Region



October 2005 counts:

Region 1 = 38,904
 Region 2 = 27,066
 Region 3 = 31,650
 Region 4 = 48,567
 Region 5 = 31,550
 Region 6 = 44,224

October 2006 counts:

Region 1 = 40,328
 Region 2 = 29,430
 Region 3 = 31,083
 Region 4 = 48,353
 Region 5 = 32,866
 Region 6 = 46,046

Data Notes

Source: ACES Data Warehouse as posted on OPADA.

Economic Vitality

MEASURE | Number of families receiving Basic Food



ANALYSIS |

- Significant increase in the number of families receiving Basic Food since SFY01 (138k cases, or 89%):
 - SFY01 to SFY02 13.7% increase
 - SFY02 to SFY03 16.9% increase
 - SFY03 to SFY04 14.4% increase
 - SFY04 to SFY05 14.1% increase
 - SFY05 to SFY06 8% increase
 - SFY06 to SFY07 2% increase (partial year – through Oct. '06)
- Increase attributed to economic trends, service delivery innovations, and policy changes (Simplified Reporting, Categorical Eligibility, WASHCAP, Transitional Food Assistance).
- Although the number of families receiving Basic Food is increasing, the number of applications processed and approval/denial rates have remained relatively flat since SFY04, and even decreased in SFY 06.
- Increase in number of families receiving Basic Food is expected to continue. Loss of statewide ABAWD waiver might slow down caseload growth.

| Action | Who | Due Date |
|--|------------------------------|----------|
| Implement limited expansion of Food Stamp Employment & Training pilot (King & Snohomish Counties). | Duane French John Clayton | 01/15/07 |
| Consider expanding use of Categorical Eligibility | Duane French John Clayton | 03/01/07 |
| Redesign reimbursement model for Outreach program | Duane French | 10/01/07 |
| Revise Application for Benefits (DSHS 14-001), using Plain Talk principles, to increase ease of use. | Duane French | 01/31/08 |
| Implement Plain Talk in ACES Letters. | Duane French | Ongoing |

Economic Vitality

ON
TARGET

GREEN

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

MEASURE | Percent of total applications processed within Basic Food program guidelines

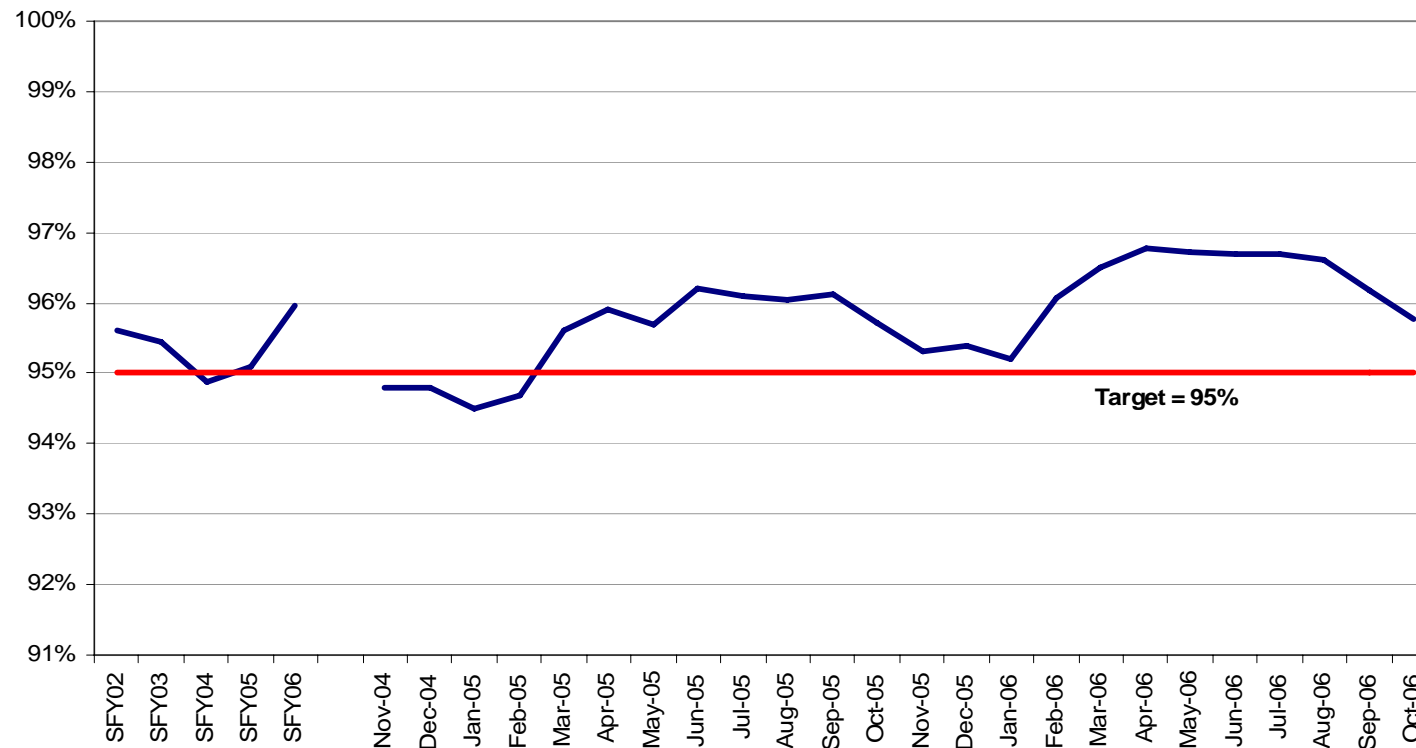
TARGET | 95% of applications processed within 30 days (federal requirement)

TREND | Increasing

CONTACT

John Clayton, Community Services Division
360.725.4888

Duane French, Division of Employment & Assistance Programs
360.725.4600



Data Notes

Source: OPADA monthly data as posted on CSD Website. Run date 11/20/2006.

Note: Numbers include those processed within 30 days and those with good cause.

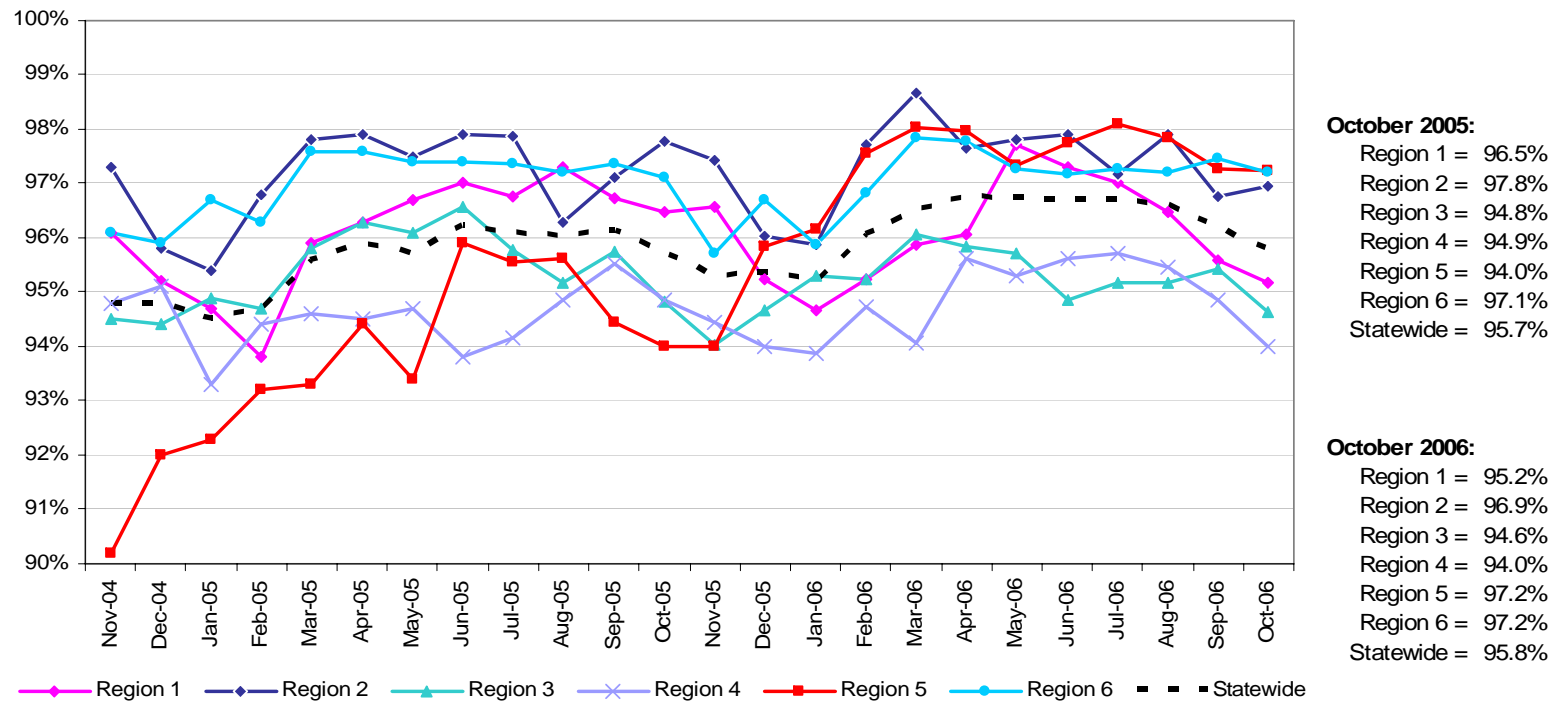
Economic Vitality

ON
TARGET

GREEN

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

MEASURE | Percent of total applications processed within Basic Food program guidelines by Region



Data Notes

Source: OPADA monthly data as posted on CSD Website. Run date 11/20/2006.

Note: Numbers include those processed within 30 days and those with good cause.



Economic Vitality

ON
TARGET

GREEN

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

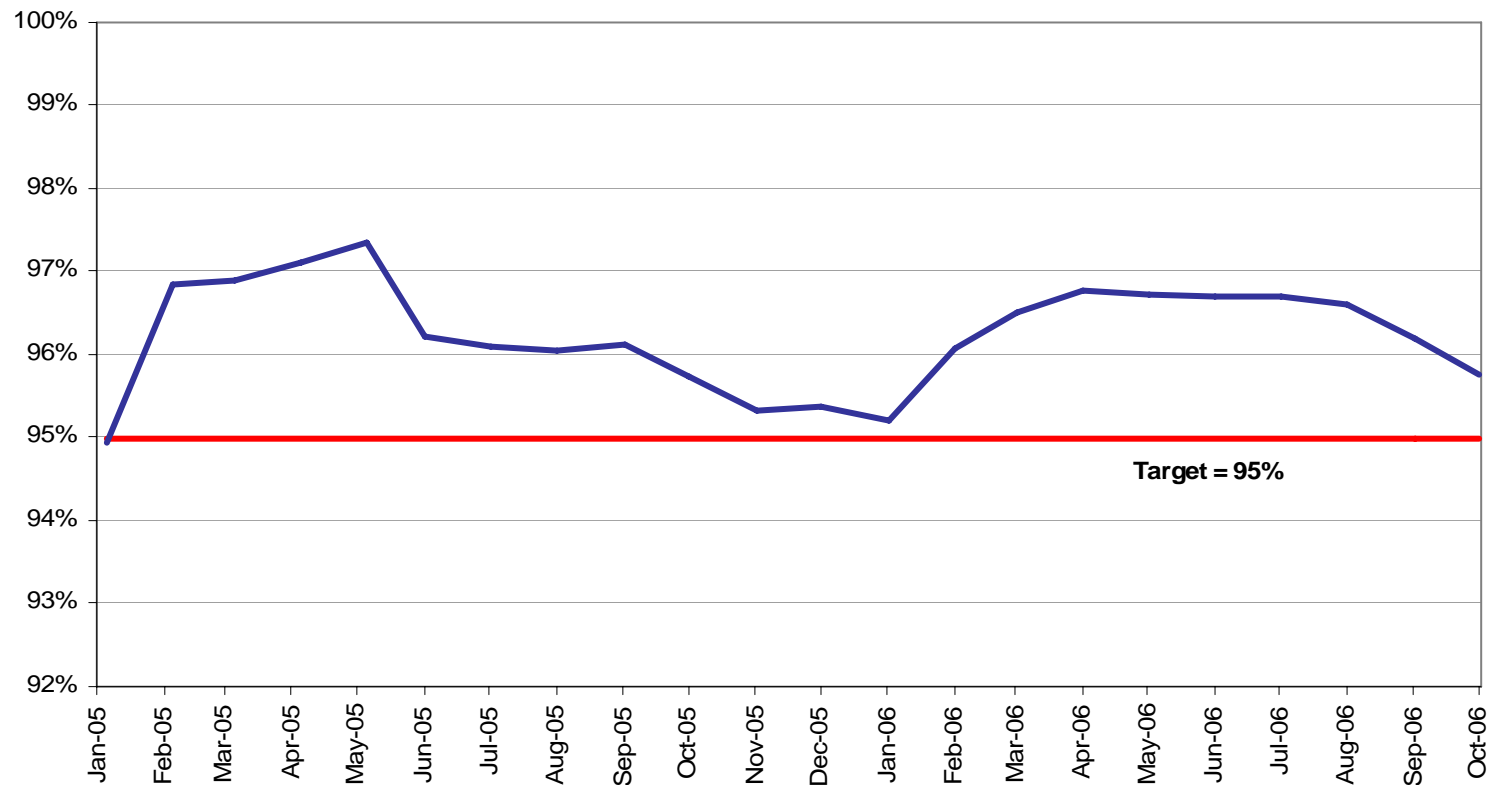
MEASURE | **Percent of applications processed within Basic Food program guidelines (Expedited cases)**

TARGET | **95% of applications processed within 5 days (state requirement)** **TREND** | **Increasing**

CONTACT

John Clayton, Community Services Division
360.725.4888

Duane French, Division of Employment & Assistance Programs
360.725.4600



Data Notes

Source: OPADA monthly data as posted on CSD Website. Run date 11/20/2006.

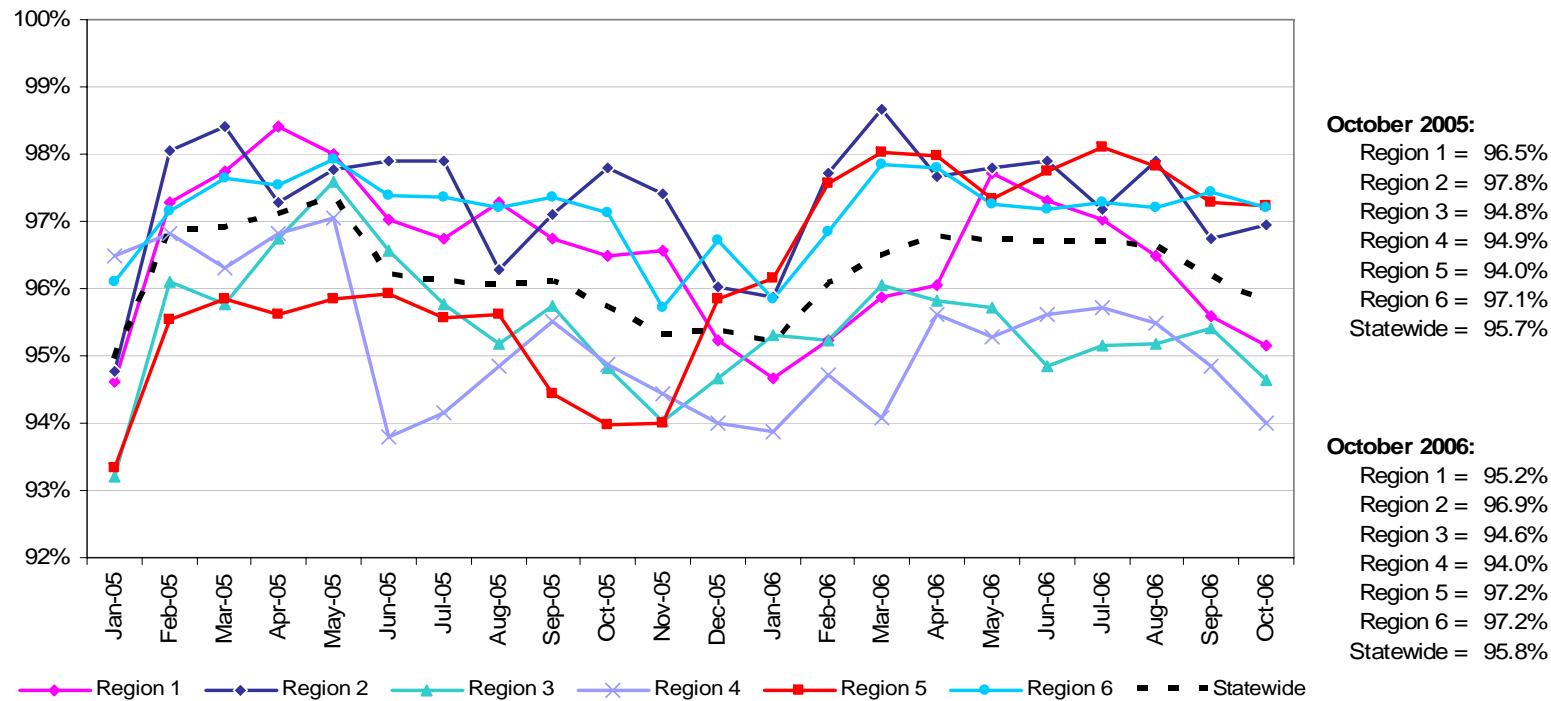
Economic Vitality

ON
TARGET

GREEN

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

MEASURE | Percent of applications processed within Basic Food program guidelines by Region (Expedited cases)



Data Notes

Source: OPADA monthly data as posted on CSD Website. Run date 11/20/2006.

Economic Vitality

MEASURE | **Percent of applications processed within Basic Food program guidelines**



ANALYSIS |

- Community Service Offices (CSOs) encouraged to provide same day service.
- Standardized audit requirements for timely processing and accuracy:
 - 100% audit of new staff
 - 6% of all applications and re-certifications
 - Regularly scheduled Management Evaluations
 - Unannounced Focused Accuracy Reviews conducted on strategic offices
- Statewide, Community Services Division (CSD) has achieved application processing targets each month in SFY06 and SF07 to date.

| Action | Who | Due Date |
|---|--------------|----------|
| Review performance data regularly and address issues in underperforming Regions/offices. | John Clayton | Ongoing |
| Provide staff training on how to achieve accurate benefit issuance. | John Clayton | Ongoing |
| Provide training to support and encourage state and local process improvements that enhance the accurate and timely delivery of services. | John Clayton | Ongoing |



Economic Vitality



GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

MEASURE | Percent of families with benefits issued accurately

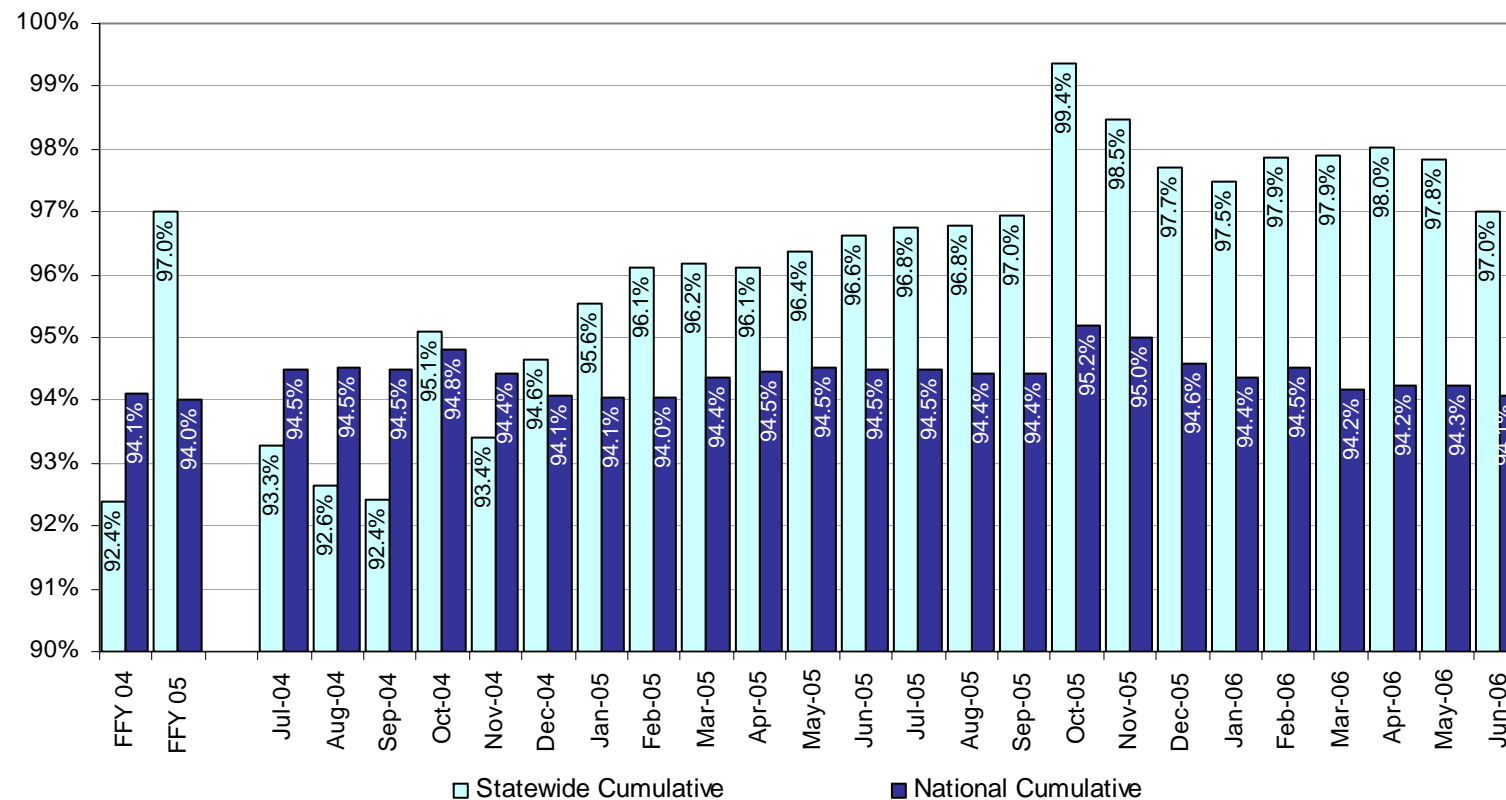
TARGET | Maintain an accuracy rate above the national average

TREND | Increasing

CONTACT
Rob St. John, Operations
 Support Division
 360.725.4505

John Clayton, Community
 Services Division
 360.725.4888

Duane French, Division of
 Employment & Assistance
 Programs
 360.725.4600



Data Notes

Source: ESA Quality Assurance.



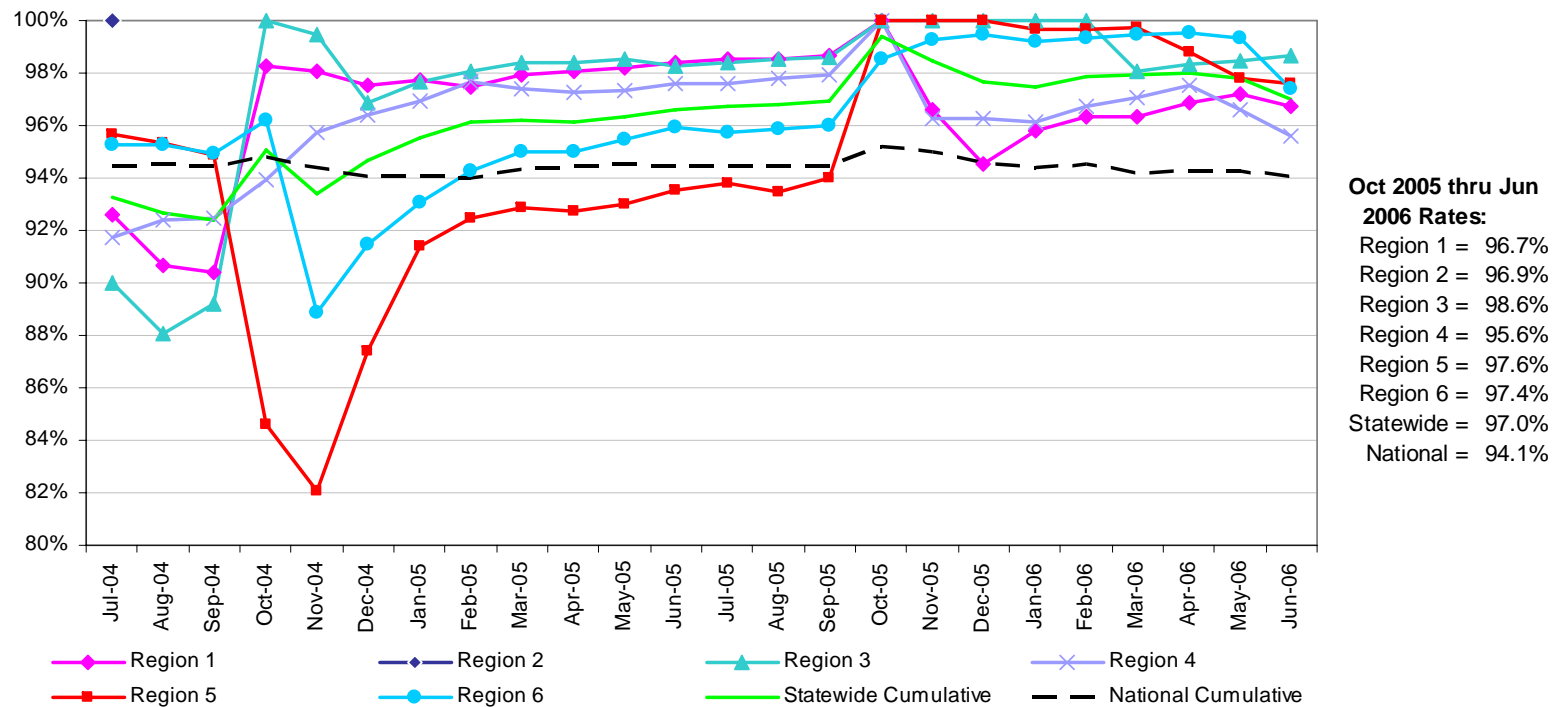
Economic Vitality

ON
TARGET

GREEN

GOAL: Increase employment and self-sufficiency.
OBJECTIVE: Reduce the prevalence of food insecurity and hunger.

MEASURE | Percent of families with benefits issued accurately by Region



Data Notes

Source: Basic Food Program Cumulative Quality Assurance Accuracy Rate Reports for FFY05 through FFY06 year to date as posted on the ESA/DMRS/Quality Assurance website.

Economic Vitality

MEASURE | **Percent of families with benefits issued accurately**



ANALYSIS |

- Washington finished 3rd in the nation for accuracy in FFY 05, and was recognized as the most improved state in the nation.
- \$4.8 million in High Performance Bonus money was awarded to the state for these efforts.
- Division of Employment & Assistance Programs (DEAP), Operations Support Division (OSD), and Community Services Division (CSD) implemented Simplified Reporting in October 2004.
- Operations Support Division's Quality Assurance Office conducting Focused Accuracy Reviews.

| Action | Who | Due Date |
|---|--|----------|
| Review performance data regularly and address issues in underperforming Regions/offices. | John Clayton Rob St. John | Ongoing |
| Provide staff training on how to achieve accurate and timely benefit issuance. | John Clayton Rob St. John Duane French | Ongoing |
| Provide training to support and encourage state and local process improvements that enhance the accurate and timely delivery of services. | John Clayton | Ongoing |